



## REQUEST FOR ASSISTANCE (RFA) INTAKE INTERVIEW LOG

<u>Date:</u> 10/12/12	<u>Interviewer:</u> Laura Langley	<b>RFA #12 – 22</b>
<u>Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> [REDACTED]		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> University's refusal to change her user name		

To the best of your knowledge, please fill out the following:

Interviewee Status:      Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☒ Student ☐

Respondent (if app.):      Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

**Complaint Category:** *(Please check at least one)*

- |  |  |   |   |                                      |
|--|--|---|---|--------------------------------------|
| <input type="checkbox"/> Age                       | <input type="checkbox"/> Color             | <input type="checkbox"/> Creed              | <input type="checkbox"/> Disability     | <input type="checkbox"/> Employment  |
| <input checked="" type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin   | <input type="checkbox"/> Race               | <input type="checkbox"/> Religion       | <input type="checkbox"/> Retaliation |
| <input checked="" type="checkbox"/> Sex/Gender     | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Veteran Status |                                      |

Time Line		
Date	Item	Comments
10/12/12	TW left messages for SGS & LKL	LKL returned call

10/12/12	LKL intake meeting with [REDACTED]	<p>[REDACTED] user name is her former married last name. She has been divorced for many years and wants her username changed so that it does not show her ex-husband's last name. She has tried to get it changed in the past but has not been successful. There is no policy on this at Western. Apparently, a username can be changed if the requestor says in an email that they need the change due to serious emotional distress or safety. There are no standards for how this is assessed. [REDACTED] feels it is gender discrimination because it disproportionately impacts women. Also notes that it is all men making these decisions. [REDACTED] wants a clear policy/process re: how to get one's username changed; make sure it's not arbitrary and at the whim of the men working in IT. [REDACTED] can see that several hundred people's usernames have been changed, so it's doable. Heard they just changed a faculty member's last week.</p> <p>When [REDACTED] started working here about 20 years ago, people could choose their usernames. To the extent there is now a naming convention, there are also exceptions made to it. [REDACTED] spoke with Sue about this previously without mentioning [REDACTED] by name. Sue was supportive of the importance of changing the username.</p> <p>Because [REDACTED] is an IT systems person, she regularly uses her username and generates reports in the IT systems. Her username shows up on all these reports. [REDACTED] wants her username to be her first name. Feels she should be grandfathered in to how it was when she began working here. Others have exceptions too.</p> <p>In September, [REDACTED] complained to [REDACTED] in [REDACTED] about her username and he agreed to change it. This week, [REDACTED] received a call from [REDACTED] that he cannot make the change. TW also heard that one of the IT people involved in possibly making the change said that [REDACTED] ex-husband is a nice guys, so why should she need to change her username. [REDACTED] wants to preserve her positive working relationship with these people, whom she works with regularly.</p> <p>LKL will talk with Sue and EO will call [REDACTED]</p>
10/29/12	SGS meeting w/ [REDACTED]	<p>Changing user names is something that's done. She has been asking for years. ATUS called and said they would change her username. End of August met face to face with [REDACTED] and he agreed. ATUS says it has to be a safety issue or emotional distress. [REDACTED] called in early October and said he had overstepped his bounds. That people would be behind closed doors discussing [REDACTED] former or current marital life is not okay. She wants her user name to be [REDACTED]</p>
11/26/12	SGS meeting w/ [REDACTED]	<p>[REDACTED] relayed the substance of her phone conversation with [REDACTED] the week before last. [REDACTED] indicated that her username could be changed after Thanksgiving. He said her user name will be [REDACTED] and [REDACTED] asked what happened to her request for her username to be [REDACTED]. [REDACTED] said [REDACTED] could decide to use her maiden name, and she said that's not her legal name. [REDACTED] feels that she is being allowed to choose a name but not her legal first name. [REDACTED] also said that [REDACTED] asked her only about 8 years ago and at various intervals, not 15 years ago, about changing her user name.</p>
12/7/12	Laura Eckert meeting with [REDACTED]	<p>User ID changes require about 90 processes to be changed [REDACTED] is committed to fixing the process, which is a longer term issue because programs need to be fixed. They will change [REDACTED] username and are waiting to hear what user ID she wants. The change will take one day once username is determined. [REDACTED] is frustrated it's taking so long; thought they were done.</p>

12/19/12	Laura Eckert t/c w/ [REDACTED]	She wants her username to be [REDACTED] because when she asked 15 years ago people were getting exceptions and she wants to be grandfathered in. There is no policy/procedure. [REDACTED] wants this done soon; she understands it takes time for meetings but she first raised this to EO October 12.
12/21/12	Email from [REDACTED] to Sue cc: [REDACTED]	Asking Sue to convey to [REDACTED] that they would like to change her ID over break if possible. It's a manual process dependent on right people being available in ATUS, ADMCS and Communications & Technical Services, and dependent on [REDACTED] work schedule. If the change cannot be done over break, they are committed to changing it ASAP in January. [REDACTED] will coordinate it. [REDACTED] user ID will be [REDACTED]. [REDACTED] should be [REDACTED] point of contact. Can he communicate w/ [REDACTED] directly or does communication need to come through EOO?
12/21/12	Email from Sue to [REDACTED]	Sue met with [REDACTED] this afternoon and she is appreciative of her username being changed to [REDACTED] is fine communicating directly with [REDACTED] and she will be accessible via email over the break.